GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:246
ANSWERED ON:18.12.2003
RAILWAY CLAIM CASES
RAVINDRA KUMAR PANDEY

Will the Minister of RAILWAYS be pleased to state:

(a) the total number of claims made by rail passengers in Railway Claims Tribunals, Consumer Courts and in other agencies of the Railways during each of the last three years till October 2003 and the amount involved therein;

(b) the total number of claims settled out of them and the total amount paid by railways in this regard;

(c) whether the Government has given necessary instructions to all the Divisional Headquarters to check the rising number of cases against railways in consumer courts; and

(d) if so, the effective steps taken by the Government to check or reduce the number of claims by rail passengers in consumer courts and tribunals?

Answer

MINISTER OF RAILWAYS (SHRI NITISH KUMAR)

(a) to (d) : A statement is laid on the Table of the Sabha.

STATEMENTREFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO. 246 BY SHRI RAVINDRA KU PANDEY TO BE ANSWERED IN LOK SABHA ON 18.12.03 REGARDING RAILWAY CLAIM CASES.

(a) : The total number of cases filed by Railways Claims Tribunal and Consumer Courts during each of the last three years, is as under :

Railway Claims Tribunal

Year	No. of Claims filed
2001-2002 :	2646
2002- 2003 :	3952
2003- 2004 (up to Oct.) :	2589

Consumer Courts

Year	No. of Claims filed
01.01.2001 to 31.12.2001	833
01.01.2002 to 31.12.2002	685
01.01.2003 to 1.10.2003	729

The details of amount involved in claim cases filed are not maintained.

Other Agencies:

Year	No. of applications of Refund of fare made to Railway Administration
2001-2002	259849
2002-2003	301572
2003-2004	217946

(b) : During the above mentioned period total number of 7305 cases (including the Cases carried forward from the previous years) were settled in Railway Claims Tribunal and Consumer Courts and an amount of Rs.64.77 crores was paid.During the last three years from April 2001 to Oct.2003, 757748 refund applications (including the requests carried forward from the previous years) were disposed by Railways and an amount of Rs.22.74 crores was paid as refund of fare to the rail passengers.

(c) : Yes, Sir.

(d) : Claim cases filed in Railway Claims Tribunal relating to passengers are of refund of fare and accident compensation claim cases. In Consumer Courts, cases filed pertain to deficiency in service provided by Railways.Zonal Railways have been instructed to analyse the main causes leading to filing of claims in various fora and bring about system improvement. Various steps include:

Induction of appropriate modern Technologies & Upgradation of Human resources and more effective and efficient supervision, wiping out of arrears of replacement of over aged assets within a period of six years; liberalization and simplification of Refund rules; Installation of Interactive Voice Response System (IVRS) at important stations giving train running position as well as reservation status, Training programmes and Counseling of front-line customer interfacing employees, Upgraded and professionalised Catering services and Launching of operation cleanliness covering stations and trains etc.